



September 18, 2020

Web Announcement 2308

Update Regarding Professional Crossover and Outpatient Crossover Claims that were not Reprocessed or Voided

Update to [Web Announcement 2174](#): As providers were previously notified, some professional crossover and outpatient crossover claims submitted through the Provider Web Portal between March 21, 2019, and December 16, 2019, may not have paid correctly. A system error caused duplicate rows of Medicare Information to be generated for these claims, which may have impacted claims payment.

See [Web Announcement 2262](#) for an update regarding the impacted claims that were automatically reprocessed.

The Division of Health Care Financing and Policy (DHCFP) determined that claims that could not be automatically reprocessed should not be automatically voided. No further action is needed by providers regarding these claims. Providers who believe they have claims that are still impacted by this payment issue may call the Customer Service Call Center (877-638-3472) for possible resolution.